Welcome Home to Auston Woods

Auston Woods
Resident Handbook

HHHunt Property Management, Inc.

Phone: 704-597-9199 Fax: 704-597-7192
Email: austonwoodsinfo@hhhunt.com
Website: www.austonwoods.com

Dear Resident:

We are glad to welcome you to your new home. Auston Woods is your community. It's where you will spend a great deal of your leisure time…time that should bring relaxation, enjoyment, and satisfaction.

To ensure that your expectations are exceeded, we have developed information and policies that are based on our experience and that old standby, common sense.

We've prepared this booklet to fully explain the policies of your new community. It explains what we need from you, and how you can get the things you need from us. It can help us build a happy and long-lasting relationship.

We believe your residency with us is just the first of many good relationships you will discover here at Auston Woods.

Sincerely,

Harry H. Hunt, III
Chairman

INTRODUCTION

You have signed a lease agreement acknowledging that you, your family, and guests will comply with all policies included herein. Any changes to our policies will be stated in our newsletter or within special notices delivered to your door. We appreciate your compliance to our rules and regulations and encourage you to advise us in the event that any of your neighbors are not in compliance with these rules.

Your apartment was designed and intended for reasonable residential use. It was designed to comply with all applicable building codes at the time of construction. These building codes, we believe, assume certain types of reasonable use of an apartment. Unreasonable use of your apartment such as very large gatherings of people, having excessive or heavy machinery or furniture, etc., may exceed design criteria. For your safety, and the safety of your guests and other residents in the building, unreasonable use of your apartment must be avoided.

EQUAL HOUSING AND DISABLED RESIDENTS

HHHunt is committed to ensuring equal opportunity in housing and fully supports and expects all Team Members to uphold the Equal Housing Opportunity Statement:

> "We are pledged to the spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin."

Disabled persons in need of an accommodation to HHHunt or community policies, or a modification to the apartment, building or common areas may, at their option, complete a Reasonable Accommodation/Modification Request Form to be submitted for approval. Verbal requests for an accommodation or modification are also acceptable.

Any requests for accommodation or modification will be relayed to the designated compliance personnel member with HHHunt. In determining if an accommodation may be necessary, there must be an identifiable relationship between the requested accommodation and the individual's disability. In certain instances, the compliance personnel member may request additional information from a third party to verify the need for the requested accommodation or modification.

WHY POLICIES?

What follows are the policies of Auston Woods. Sounds like an imposing booklet, doesn't it? Well, it isn't. These policies have been carefully thought out and proven through our experience. The reason for them is to prevent things that should not happen. We want to ensure your happiness and satisfaction while living at Auston Woods.

Please observe these policies, as we are obligated to enforce them fairly to ensure your comfort and privacy, and the rights of other residents and the property, which plays such an important part in creating an above-average lifestyle for all residents.

In order to keep us responsive to your needs and the community we serve, the Management of Auston Woods reserves the right, without advance notice, to alter, adjust or add to these rules if situations arise that warrant such action. We want your new home to be everything you expected and more!

WELCOME CENTER

Our leasing Management Office hours are listed below for your reference.

Monday - Friday	9 a.m - 6 p.m.
Saturday	10 a.m. - 5 p.m.
Sunday	1 p.m. - 5 p.m.

We encourage you to contact us or visit during the week whenever possible so that we may spend as much time as needed addressing your concerns or visiting with you. Please be aware that our weekend Management Office hours tend to be very hectic and we may be required to ask that you wait before we can address your request or concern. Auston Woods will be closed for most nationally recognized holidays. You may confirm holiday hours on our website calendar link http://www.austonwoodsliving.com/calendar.html

NEIGHBORHOOD INFORMATION

Please find below some important phone numbers that you may need at your fingertips. In the event that you require additional information about your new neighborhood, we invite you to contact a member of our Team.

Auston Woods Office	www.AustonWoods.com	704-597-9199
Service Requests (During Office Hours)		704-597-9199
Emergency Service Requests (After Office Hours)		704-684-0725
Rescue Squad		911
Fire Department		911
Police Department (Emergency)		911/ 704-353-1000
Police Department (Non-Emergency)		311/ 704-353-1000
Hospital – Carolinas Medical Center – University	www.carolinasmedicalcenter.org	704-863-6000
Hospital – Presbyterian Hospital – Huntersville	www.presbyterian.org	704-316-4000
Urgent care – ExpressMed Medical Clinic	www.expressmednow.com	704-688-9650
Elementary School – Hornets Nest	www.schools.cms.k12.nc.us	980-343-6110
Middle School – Ranson	www.schools.cms.k12.nc.us	980-343-6800
High School – Hopewell	www.schools.cms.k12.nc.us	980-343-5988
Power – Duke Power	www.dukepower.com	1-800-777-9898
Cable – Time Warner	www.timewarnercable.com	704-377-9600
Cable – Time Warner – Our Community Rep. Bob		704-930-6406
Telephone company – Time Warner	www.timewarnercable.com	704-377-9600
Animal Control	www.charmeck.org	311/ 704-336-7600
Newspaper – Charlotte Observer	www.charlotteobserver.com	704-358-5000
DMV – Driver's License	www.ncdot.org/dmv	704-547-5787
DMV – License Tags	www.ncdot.org/dmv	704-547-5787

WHEN THINGS GO WRONG . . . MAINTENANCE SERVICE

Auston Woods provides you with maintenance service 24 hours a day. This means we have someone on call at all times, every day of the year.

If you have an emergency, call the appropriate number listed above in the Neighborhood Information section. If the emergency involves water, please use the master water cut-off valve, located under the sink or behind the commode, to minimize damage. A member of our Service Team will be there as soon as possible.

During Management Office hours, please contact the Leasing Management Office for any service requests that you may have, whether they are emergency or non-emergency. Our Management Office personnel can quickly dispatch the appropriate personnel to handle your problem. We suggest that when you call in a request, please find out to whom you are speaking and request that same person if the problem continues. This way we will be able serve you more efficiently, and will get to know you better.

PLEASE NOTE THAT AN EMERGENCY IS ANYTHING THAT IS CAUSING OR HAS THE POTENTIAL TO CAUSE DAMAGE OR HARM.

What Constitutes an Emergency?

- ✓ Instances that could cause slip, trip or fall hazards or otherwise cause injury to a resident, guest or Team Member.
- ✓ No hot water.
- ✓ No electricity.
- ✓ Major overflow from toilet, washing machine, dishwasher, or hot water heater, or any other significant water intrusion.
- ✓ Sewer backups.
- ✓ Clogged toilet(s), unless a functional toilet is available within apartment home.
- ✓ Inoperable or beeping smoke detector.
- ✓ Frozen pipes.
- ✓ No air conditioning.
- ✓ No heat.
- ✓ No refrigeration.
- ✓ Oven and/or Range are not working (if microwave is also not an option or not working).
- ✓ Security-related problems such as vandalism, broken window or door locks, or broken windows.

Please do not utilize our Emergency Maintenance Service for non-emergency requests. Emergency Maintenance Phone # 704-684-0725

Our Service Team is continuously striving to provide our residents with the best possible maintenance service. The Team has completed a program of training that will enable them to identify preventive maintenance opportunities in each apartment. Therefore, when maintenance is called to your apartment for a repair they will be performing preventive maintenance checks in addition to repairing the item requested. We believe this type of program will eliminate many emergency work requests and therefore provide better service for all our residents.

PERSONAL INFORMATION

NUMBER PLEASE!! For your protection and convenience, please provide our Team with your home and business telephone numbers, as well as an email address. On occasion, we may find it necessary to contact you for emergencies or to communicate an urgent matter. Since your address and telephone numbers are handled as confidential information by our Team, we encourage you to inform your friends of your move, as we will not furnish them with this information.

LEASE OBLIGATION

Please be aware that your lease is a legally binding contract. The lease outlines what you can legally expect from Auston Woods and what the community can expect from you in return. In the lease you have agreed to rent an apartment home for a specific length of time at a mutually agreed upon rental rate. Since the terms of the lease are binding you cannot arbitrarily reduce the term of the lease by moving or reduce the amount of rent that you have agreed to pay over the term of the lease.

Please note that a sixty (60) day notice does not automatically release a resident from lease obligations during the lease term. Quite fairly, we have the right to take legal action for damages and rent arising from a premature move or in the event that proper notice has not been given in accordance with the terms of the lease.

If you find that you must move, contact a member of our leasing or Management Office team as soon as possible. We will help you by explaining your obligations and possible alternatives.

NOTICE TO VACATE REQUIREMENTS

All residents understand the following terms and conditions regarding the notice to vacate requirements:

1. A **60-day written notice of intent to vacate** is required by the lease agreement. This notice requirement applies to all residents regardless of whether the lease is being terminated prior to its expiration or you are planning to satisfy the terms of your lease agreement.
2. It is the resident's sole responsibility to submit a timely notice of intent to vacate.
3. In the event that you have submitted a 60-day written notice and the notice period extends beyond your lease end date, ***you will be responsible for payment of the rent through the end of your notice period, regardless of your lease end date*.** **Rent due after the lease agreement has expired will be prorated based upon the month-to-month rate for the apartment.**
4. All notices of intent to vacate must be in writing and signed by all lessees in order to be valid. Verbal notices, discussions about your options or emails regarding move-out options are not valid written notice of your intent to vacate. Please be advised that it is your responsibility to submit your notice of intent to vacate in writing to our Leasing Office.
5. The notice to vacate must be hand-delivered, mailed or faxed to the leasing office. Please be advised that notices sent via the USPS or alternative shipping entities will become effective the date that they are received in our leasing office, not the date post-marked or shipped.
6. It is our policy to send verification of receipt of your notice to vacate however this is not required by the lease agreement. Please note that it is your responsibility to confirm receipt of your notice of intent to vacate.

RENTAL PAYMENT

In accordance with your lease, rent is due and payable on the first of each month. Checks should be made payable to Auston Woods and should be hand-delivered to the Leasing or Information Management Office in person or through the Drop Box located to the right of the office front door entrance. You may also mail your payment to our Management Office. Postdated checks are not accepted by our Management Office, all checks will be deposited upon receipt regardless of the date indicated on the check. Only management exceptions are allotted with written approval. For your convenience you may set up an automatic payment online at www.austonwoods.com (select **"Pay Online"** link on the bottom left portion of the screen). This will redirect you to our resident portal. You may set up a one-time payment or a reoccurring draft. You do have the option to discontinue the automatic draft at any point. The following forms of payment are accepted online: E-Check ($1.95 fee), Master Card/Discover (2.95% of payment + $3.50 service fee); or Visa ($36.95 service fee). Please keep in mind you must pay at least the full amount due when paying online. Room mates will need to designate one persons' account or deliver payments to the office. Partial payments will not be accepted.

Residents agree to pay a late charge of 5% of the monthly rent received after the close of business on the 5th day of the month, REGARDLESS OF WEEKENDS, HOLIDAYS, AND/OR POSTMARK.

If only a partial payment is made, the late fee will be charged accordingly. Post-dated checks cannot be accepted. Management reserves the right to accept rental payment only from persons listed as responsible parties on the lease (lessees) and may refuse rental payments made by occupants. To ensure the safety of our Team, **cash is not accepted.**

RETURNED CHECKS

There will be a charge of $25, plus a late fee of 5% of the monthly rent, for any returned check in addition to applicable bank charges. Returned checks will not be redeposited. Please be advised that a CERTIFIED CHECK, CASHIER'S CHECK, or MONEY ORDER is required to cover returned checks and any associated fees. It is our policy to require payment of rent with certified funds in the event that two (2) checks have been returned. All leaseholders are required to pay in certified funds.

UTILITIES

All utilities must be transferred into an account in your name on or before the lease commencement date and maintained in your name until your move-out date. **A $25.00 administrative fee may, in accordance with state and local regulations, be applied to all utility bills received by our Management Office after the beginning date of the lease.** The administrative fee will be billed on a monthly basis until the utility is transferred into your name.

In the event that a utility is disconnected, the resident will be responsible for payment of any damages resulting from the interruption of service, including but not limited to frozen pipes and loss of refrigeration. We recommend that you maintain a room temperature of at least 60 degrees in your apartment to prevent pipes from freezing.

RENTERS INSURANCE

PLEASE BE ADVISED THAT THE COMMUNITY INSURANCE POLICY DOES NOT COVER DAMAGE TO YOUR PERSONAL PROPERTY WHETHER BY FIRE, WATER, VANDALISM OR ANY OTHER CAUSE. We strongly recommend that you obtain a renter's insurance policy to cover any damage to your personal property. Further, the owner's insurance policy does not cover damage to the premises as a result of negligence on the part of the resident.

CONDITION REPORTS / INSPECTION FORMS

Please complete your Condition Report (Move-in Inspection Form) and return it to the Management Office within seven (7) days after the commencement of your lease. This list will be used to correct any problems at the start of your lease and to prevent an incorrect charge for damages that were present when you accepted possession of your apartment. Please note that emergency issues will be resolved immediately. The Auston Woods Service Team will address and resolve any non-emergency issues within 30 days.

In the event that the Condition Report is not received within the seven (7) days after commencement of the lease, Auston Woods assumes the apartment is in perfect condition.

OCCUPANCY REGULATIONS

HHHunt conforms to the following policy unless state or local regulations dictate otherwise:

The Federal occupancy standard is set at two (2) persons per bedroom in each apartment. Exceptions to this standard may be made for occupants under the age of 18 with Management discretion. Auston Woods will allow one (1) additional person, under the age of three (3) to reside in the apartment with prior Management approval.

1 Bedroom:	Maximum of two persons.
1 Bedroom w/ Den:	Maximum of two persons.
2 Bedroom:	Maximum of four persons
2 Bedroom w/Den:	Maximum of four persons
3 Bedroom:	Maximum of six persons

UNAUTHORIZED OCCUPANTS

Only the residents listed on a lease may occupy an apartment. Any non-registered individual is considered to be an unauthorized occupant. Please be aware that no legal recourse is provided either for the residents on the lease or for the leaseholder in the event of damages or non-payment of rent by an unauthorized occupant. Therefore, for the protection of both the resident and HHHunt, legal proceedings will be initiated against violators. Management has the right to enter the apartment at any reasonable time to verify lease obligations.

ENTRY OWNER / MANAGEMENT

HHHunt maintains the right to enter apartments at any reasonable time to inspect or maintain the apartment community. We will always give reasonable notice of the intent to enter an apartment home except in cases of emergency. Notice will be provided for entry for preventative maintenance (filter changes) on the community website link, http://www.austonwoodsliving.com/calendar.htm, monthly newsletter, by text message or general notice delivered to door.

Please be advised that a request for service or the return of a Condition Report provides Management with permission to enter an apartment home to complete the requested service, no further notice will be required from Owner or Management.

Please rest assured that any time the Service or Management Office Team enter your apartment, the door will be locked when they leave and documentation of their visit will be left in a conspicuous location.

ENTRY TO APARTMENTS

To protect your privacy and your property, our policy is to refuse access to your apartment to all persons not listed on the lease agreement. If you anticipate a delivery of goods to your apartment (furniture, movers, etc.) or the arrival of friends or relatives in your absence, the Management Office must have your permission, IN WRITING ONLY, to issue a key for entry. The person you are leaving the key for will be required to show photo I.D. when picking up the key. Management will not be held accountable if keys are lost or not returned.

RESTRICTION OF PRIVILEGES

Outstanding charges such as non-payment of rent, late fees, damages, and delinquent sub-metered utility bills may result in the revocation of privileges, including access to amenities and services. Please also be aware that continued lease violations may also result in the revocation of privileges.

Access to amenities and services may be revoked without notice, and such revocation will remain in effect until all monies have been paid and/or lease violations have been resolved to Management's satisfaction.

TERMINATION OF A LEASE BY HHHUNT

A resident's lease may be terminated if there is a breach of the agreement or non-compliance with related policies. Notice of termination can be served to the resident after the first warning of a violation has been issued. In accordance with state and local Landlord & Tenant Act(s), the resident will still be responsible for the total term rent until the lease ends or the apartment is re-rented. **HHHunt reserves the right to give the resident a sixty (60) day written notice prior to the expiration date of the lease in the event that renewal of said lease is not desired.**

Additionally, should the resident be late with the rent payment three times within the term of the lease that shall be grounds for termination of the lease, at the option of HHHunt.

PETS

Pets may be allowed at HHHunt communities provided that the appropriate fee(s) and/or deposit(s) are paid prior to acquiring the pet and upon Management approval. Any refundable deposits paid will not be used for repairs exceeding normal wear and tear until all Residents vacate the apartment and a vacating inspection has been performed. All repairs or damage made during occupancy must be paid in certified funds at the time of the repair.

The fee is a non-refundable fee and no portion of the fee will be returned to the resident(s) after the apartment has been vacated regardless of the condition of the apartment.

All Residents who have signed the Lease Contract and the Animal Addendum will be jointly and severally liable for any and all damages caused by the animal or pet. This includes damage to another person's property or injury of another person, as well as damage to the premises.

Residents are responsible for the animal's actions at all times. The following rules were established to ensure animals or pets do not prevent any resident from enjoying the comforts of their apartment home and community. Failure to follow these regulations may result in Management revoking the Resident's right to have a pet on the premises, or fines.

a. Animals or pets may not be left unattended in the apartment for a period of time considered inhumane to the animal, or leave the animal unattended on the patio, balcony, or in common areas of the building.
b. Dog Specific Rules – Dogs are only allowed to defecate or urinate in areas away from the apartment premises. **THE RESIDENT IS RESPONSIBLE FOR CLEANING UP ANIMAL WASTE. FAILURE TO DO SO WILL RESULT IN A $ 25 PENALTY.** This will be charged to the resident's account and will be collected at move-out, if unpaid, from the deposit.
c. Any damage to shrubbery or landscaped areas will be the sole responsibility of the resident. **DOGS MUST BE KEPT ON A LEASH AT ALL TIMES**.
d. The following breeds are restricted: Chow, Rottweiller, Doberman Pinscher, German Shepherd and Pit Bull. No resident or visitor may have any of these breeds within the community. Mixed breeds containing more than one of the restricted breeds will not be approved.
e. Cat Specific Rules – Cats must be spayed or neutered. Outdoor cats are prohibited. Cat urine is extremely difficult to remove from carpets, walls and other porous materials inside the premises. All cats must utilize a litter box, preferably with a "hood" to protect the walls and baseboards from the damage associated with cat urine.
f. If, in the opinion of management (based on reasonable complaints), the animal becomes a nuisance or exhibits aggressive behavior, the animal must be removed immediately upon receipt of written request or legal action will be initiated.
g. Only the following animals are allowed in the premises: Dogs, cats, fish, pet mice, hermit crabs, hamsters, gerbils and guinea pigs. Dogs and cats must be housebroken. Any animal other than a cat or dog must be caged.
h. Management reserves the right to restrict fish tanks to a maximum weight of 20 gallons on upper levels and no more than 50 gallons on the ground level of each building. If approved by Management, residents with fish tanks exceeding 50 gallons must list HHHunt as additionally insured on their renter's insurance policy. A deposit may be required for fish tanks over 50 gallons.
i. No animals other than Service Animals will be allowed into the following areas: Swimming pool areas (due to health codes, no animal is allowed to swim in the pool), laundry rooms, clubrooms, recreational facilities, or other common indoor areas.

Caged Pet Fee=$250 (ferrets, rabbits, and chinchillas)
(1) Pet Fee=$350
(2) Pet Fee-$500

*Failure to register your pet(s) with the office will result in a **$100 fine per pet** plus current pet fees.

Management may add additional rules at any time and agrees to notify Resident(s) in writing. Additional rules at specific HHHunt communities may apply and will be listed in a separate addendum and/or lease contract.

VISITING PETS

Auston Woods will allow a visiting pet in your apartment for **no more than 14 consecutive days. For approval you must obtain written permission from management.** Please keep in mind this is a courtesy from management and at any point in time we have the right to require the removal of the pet for any reason. A pet photo must be verified by management with approval in consideration of our breed restrictions. Residents will take full responsibility for any damages to their residence and or community that the pet may cause. If the pet(s) stay exceeds the approved date you will be responsible for our current pet fees.

LANDSCAPED AREAS

We appreciate your efforts in helping us maintain our community as a source of pride for you and your guests. Please refrain from walking or riding bicycles, scooters or skateboards through landscape beds or lawn areas, walk pets away from landscaped areas to protect the materials and report any bicycles or equipment that you noticed being stored or parked on the lawns.
Any damages resulting from a failure to abide by this policy will be charged accordingly. Please be aware that a specific day for weekly landscape maintenance (mowing) cannot be guaranteed.

PARKING

Please be advised that parking is on a first-come, first-served basis and cannot be individually assigned to a specific resident.

1. To assure adequate parking for residents' vehicles, please park boats and trailers in the designated areas.
2. Out of respect for your neighbors, if you have two vehicles park one of them in a lesser-used section of the lot, and ask guests to use auxiliary parking lots.
3. Please do not park in front of trash compactors or dumpsters, on the grass, in fire lanes or any other area that is posted as a no parking area. You may not park vehicles in front of a garage unless you are currently in possession of it. Improperly parked vehicles will be towed at the vehicle owner's expense. *****

4. Please park regularly used motorcycles two to a space whenever possible. Due to fire regulations, motorcycles and motorbikes cannot be parked in storage areas or on balconies, patios, decks or in the common hallway area. When not in daily use please park in an auxiliary parking lot.
5. It is important that all of your vehicles be registered with the Management Office to avoid problems with notification in the case of accidents or theft. In the unlikely event of a motor accident or vandalism, please call the local Police Department (see Neighborhood Information section for emergency and non-emergency phone numbers).
6. In order to help maintain a beautiful environment, no vehicle repairs or maintenance will be permitted in the community. Car washing and detailing may be done in designated areas.
7. Please report any loitering observed in the parking lots to the Police and subsequently to the Management Office. Your observance protects you and your neighbors.
8. Please report any abandoned and unused vehicles, or vehicles with expired tags seen in the community. These vehicles will be given ten (10) days notice and then towed at the vehicle owner's expense. *****
9. Abandoned, unused, or non-operable vehicles cannot be parked on the premises at any time.

We ask that all residents, visitors, and guests observe these rules so that there will be adequate, convenient parking for everyone.

***** Towing fees will be the vehicle owner's responsibility.

REFUSE AND TRASH

HHHunt provide refuse and trash containers for the residents of each community. Auston Woods has 2 trash compactors and recycling areas conveniently located towards the front of our community.

****WARNING:** THESE MACHINES RUN AUTOMATICALLY!!!
USE RED BUTTON AT OPENING FOR **EMERGENCY STOP ONLY.**

The trash compactors do <u>NOT need any specific code</u> for operation.

1. **Simply open door and throw your trash in.**
2. **The compactor runs automatically on the 1st or second time the door is opened and closed fully.**

RECYCLING CENTER RULES

We are pleased to offer our residents the option of recycling!

1. DO NOT discard bagged trash in the recycling containers.
2. Put only appropriate items in the correctly labeled recycling container. These recycling bins are for **NEWSPAPERS, MAGAZINES, PLASTIC, GLASS, AND ALUMINUM CONTAINERS ONLY!**

Below is the complete list of accepted recyclable items under the Recycle It! Program:

- **Aerosol cans**
- **Aluminum**
- **Glass**
- **Paper**
- **Water, Milk Bottles**
- **Spiral Paper Cans**
- **Steel Cans**

CARDBOARD RECYCLING

1. Cardboard recycling center is adjacent to both trash compactors.
2. Open white gate to access dumpster.
3. Please break down all boxes and dispose of them in the slot located on front of dumpster.
4. Close gate.

Please note the following guidelines for appropriate disposal of all refuse and trash.

- All large boxes should be broken down and cut up before being thrown away or deposited into the provided cardboard recycling center.
- In the event that the trash container is full, please use another available dumpster (if applicable) or deposit the trash within the compactor enclosure and contact the Management Office.
- The garbage disposal in your kitchen is to be used for food waste **only**. If you have any questions regarding its use, please call the Management Office or refer to the policy titled How to Care for your Apartment within this Handbook.
- Resident trash left on landings, the entry halls or breezeways, under stairs, placed in common area trash receptacles (laundry rooms, pool

area, picnic areas, etc…) or otherwise improperly disposed of will result in a fine to the resident.

- Unwanted household furniture SHOULD NOT be placed into the provided compactor/dumpster, within the enclosure or on the surrounding pad. Any furniture larger than two (2) square feet should be taken to a waste center or may be picked up by Salvation Army, Goodwill or Am Vets.
- Any packing materials such as bubble wrap, paper or packing "peanuts" should be put into a garbage bag prior to disposal in a trash container.

GATE OPERATIONS

The gate will be open from 7:00 A.M. to 8:00 P.M. Monday-Friday and an hour before and after office hours on weekends. Please call and make sure the office has a local phone number on file so you can let guests in the gate. A long-distance phone number may be entered into the system with a one time non-refundable $50 fee. When you pull up to the keypad you will scan your card for the gate to open.

Other items to remember:

- **DO NOT** follow anyone through the gate
- **DO NOT** allow anyone to follow you though the gate (contact our office if someone does follow you through)
- The arm at the gate will drop after each vehicle
- Wait until the arm drops before you scan your card
- Pedestrians will need their access card to enter the property

To allow guests in:

1. When guests pull up to the gate they will scroll down the list of names and push CALL when your name is highlighted.
2. The gate will call your phone and you will be able to talk to them and verify they are your guest.
3. To let them in press 9 on your phone and the gate will open.
4. If you do not know them or don't want to admit them, just hang up.
5. Remember you are responsible for everyone you let through the gate.

******* Neither Auston Woods nor HHHunt is responsible for any damages to a person or property caused by the gate.

VISITORS AND GUESTS

Residents are responsible for all actions of their occupants, visitors, and guests and should review pertinent policies and regulations with their visitors and guests.

SUPERVISION

Please help us ensure the safety and protection of our residents. Do not allow members of your household to loiter near construction sites, in dumpsters, parking lots, or other hazardous areas. We request that adequate supervision be given to members of your household who are playing in hallways, entryways, roadways, stairs and common areas. Be especially careful concerning locations for the use of sleds, skateboards, roller skates/blades, bicycles, etc. Please review what to do in the event of a fire and the proper ways to utilize appliances.

ENTRY HALL/BREEZEWAYS

According to fire regulations entry halls and/or breezeways must be clear at all times to provide a safe passage for all residents and guests. Please be aware that it is a fire hazard to store any items, including bicycles, in the entry halls, breezeways, stairwells or common areas of the buildings unless specifically agreed to by Management.

Plants, small patio furniture and doormats are allowed near your front door but must not block access to the stairwells or any apartment homes. If an item is being stored in the breezeway, stairwell or common area Management will remove it without prior notice and a $25 charge will be assessed to the resident.

BICYCLES

Residents may own and enjoy bicycles within the community however you may not:

- store bicycles in the hallways or breezeways
- store bicycles on your balcony or patio without previous management permission
- store or park bicycles on the lawn or any landscape area

SATELLITES

Satellite dishes are permitted at HHHunt communities that offer apartment homes with a balcony or patio. The installation of a satellite dish is permitted only with Management approval and will operate in apartments with a patio or balcony facing southwest, to capture the satellite signal. The following restrictions also apply:

- The permitted size of the dish cannot exceed 1 meter in diameter.
- Satellite dishes must be installed **within the balcony or patio area** of the apartment.
- The installation of the dish **can not** include the drilling of any holes or precarious placement such as on a pole or device that extends the dish beyond the balcony rail.
- Satellite dishes may not be installed or placed on any common area of the building or grounds, including outside walls, outside windowsill, roof or any common area balconies or stairways.
- Residents installing a satellite dish **must provide proof of liability insurance** specifically relating to the satellite dish. The policy must be in effect through the entire term of the lease agreement and any renewal agreements.
- Satellite dishes must be removed upon vacating. Failure to remove satellite dishes will result in additional fees.

SIGNS / NOTICES

Residents may not place any signs or other advertising matter upon or in windows, hallways, doors, mailboxes, or outside the building unless posted on a bulletin board provided by Management. These boards may be provided in laundry areas and/or mail kiosks.

Management reserves the right to remove any notices that are time sensitive (and the time frame has elapsed), those that may be considered offensive to other residents or for any other reason. Residents may also advertise in our monthly newsletter.

Newsletters, notices, and memos to the residents from the Management Office may be posted on apartment door(s), in the entry hall or breezeway, or at the entry to the buildings. These notices will be removed in a timely manner to maintain a neat appearance throughout the community.

You may post an ad on our online bulletin board located at. http://www.austonwoodsliving.com/ForumRetrieve.aspx?ForumID=819. Your post will be reviewed before posting and may be declined at management's discretion.

NOISE (COMPLAINTS)

Apartment living requires consideration for others, especially where noise is concerned. Since most noise problems are not due to residents being intentionally inconsiderate, but due to a lack of awareness of the problem, we suggest that personal contact with the noisy resident will solve most situations.

In the event that you do not feel comfortable discussing the noise issue with a neighbor, please feel free to contact the Management Office and a Team Member will address the issue on your behalf.

As a last resort and/or if it is after Management Office hours you may contact the emergency line at 704-684-0725, who will then contact our courtesy officer, or you may contact local Police Department at 3-1-1 before 11p.m., and 9-1-1 after 11p.m. for corrective action. Should you contact the police department, we request that you also contact the Management Office on the following workday, giving the apartment number of the offending resident and the circumstances surrounding the complaint.

Continued complaints, with Management's verification of the issue, may result in further action against the resident including termination.

PIANO / MUSICAL INSTRUMENTS

Pianos and/or musical instruments are allowed with the consent of Management. HHHunt reserves the right to direct placement of the piano or musical instrument to reduce the possibility that use of the instrument will disturb your neighbors. In the event that continued noise complaints result from the use of a piano or any other musical instrument, Management may request that it be removed from the property.

PARTIES

A party should not be an unpleasant experience for you, your neighbors or Management. Please plan carefully when inviting guests and do not issue open invitations. Be reminded that you are RESPONSIBLE FOR ACTIONS AND DAMAGES OF GUESTS, INVITED OR UNINVITED WHILE THEY ARE ON HHHUNT PROPERTY.

For social functions at your apartment, please try to follow these simple rules:

1. Keep balcony doors and windows shut. If it is a warm night, please turn the air conditioner to "ON" its lowest setting.
2. Please maintain guests inside the confines of your apartment with the entrance door closed. PLEASE advise your guests not to linger in the hallways, stairs, entranceway or parking lots.

3. Alcoholic beverages and cups or cans must be kept inside your apartment.
4. Restrict attendance to friends (less than 15), not admitting people whom you do not know, or cannot control. Please do not extend "blanket" invitations. These unexpected guests usually have a total disregard for you or your continued residency, yet you are held responsible for their behavior.
5. When parking, please do not allow guests to block entrances to building areas or park on the grass.
6. If you have a function and feel you no longer have control of your guests, please contact the Police Department for assistance.

MOLD AND MILDEW

To maintain the apartment and to protect the health of residents, other occupants and guests, all residents must follow the guidelines below:

- Clean and dust the apartment on a regular basis and remove visible moisture accumulation or condensation on windows, walls, and other surfaces as soon as it becomes apparent. See section titled Condensation for tips and answers about condensation.
- Avoid blocking or covering any of the heating, ventilation or air-conditioning ducts in the apartment.
- Immediately report any of the following to the Management Office:
  a. Evidence of water leaks or excessive moisture or standing water inside the apartment or in any common areas.
  b. The presence of mold, mildew, or similar growth in the apartment, which cannot be removed by applying a common household cleaner, or any mold/mildew growth that re-appears.
  c. Any malfunction of any part of the heating, ventilation, air conditioning, plumbing, or laundry systems in the apartment.
  d. Any inoperable doors or windows in the apartment.

Upon notifying the Management Office of the issue, you must fully cooperate with service and management team members by allowing them access to repair leaks, and properly remediate any affected area.

Please be aware that you will be solely responsible for damages caused to the apartment, to all personal property present and any injuries or adverse medical condition suffered resulting from a failure to comply with the guidelines outlined above.

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CONDENSATION

What is this water on my windows?

Water or frost on windows is condensation. Condensation is formed when warm moist air comes in contact with cooler dry air, just as a bathroom mirror will "steam up" after a hot shower. The inside or outside of your window can sweat or fog because of temperature differentials.

Are my windows to blame?

Faulty windows do not cause condensation. Glass is usually the place you first notice condensation because glass surfaces have the lowest temperature of any of the interior surfaces in the house.

Then what's the cause?

The moisture in the air causes condensation. The reason you may observe more condensation in your home is because of modern energy efficient homebuilding techniques and products.

The insulation and construction materials used today are designed to keep cold air outside. This is especially true of new windows. While energy efficient designs and weather stripping keep cold air outside, they also keep warm moist air inside. Older window designs were less efficient, and consequently allowed moisture to escape.

If you didn't have as much condensation before replacing your old windows, it's probably because they were drafty. Good windows and insulation all create barriers to the air exchange of a home. When combined with the additional water vapor (moisture) from showers, cooking, or from clothes dryers not vented to the outside, the result is excess moisture and a high relative indoor humidity level.

How can condensation be reduced?

The key lies in controlling the humidity inside your home. First, let's understand where the moisture comes from. During the hot humid summer, your house absorbs moisture. The same principle applies to a newly constructed or remodeled home, due to the abundance of moisture from the building materials used in construction.

During the beginning of the winter when you start to heat your home, condensation occurs. After a few weeks, your home will begin to dry out and you'll see less condensation. Opening a window briefly is a quick temporary solution. The dryer, cold air will enter the room while the moist air escapes.

Other steps to take include:

- Cracking open a window or door daily to air out your house.
- Opening a window or running exhaust fans longer in the kitchen, bathroom and laundry room.
- Opening drapes and blinds, allowing air to circulate against windows.
- Turning off any humidifying devices in your home.
- Installing and using a dehumidifier.

If you live in a northern climate, the above as well as the following points may be relevant.

- Adding storm windows or replacing existing single-pane windows with insulated windows.
- Keeping plants in a sunroom, or in rooms that are infrequently used during extreme cold weather.
- Adding waterproofing protection to basement floors and walls.
- Removing radiator pans until sweating has been eliminated.
- Making sure that open-faced gas heaters are connected to a chimney and using them as little as possible.

When should I be concerned?
Window condensation should only occur during extreme temperature differences and should be of a fairly small amount. During the winter months, condensation will be seen on the inside of the window. Condensation will present itself on the outside of the window during the summer months.

If you find condensation between the two layers of glass in an insulated window, the airtight seal has probably been broken and the glass will need to be replaced.

If there is too much moisture inside the home, you will find evidence during both the cold and warm seasons. Moisture spots on the ceiling or walls, peeling paint, rotting wood or delaminating plywood, moisture on exterior walls, fungus, mold or mildew growth are signs of a more serious moisture problem. Should you experience these symptoms, an expert heating & cooling contractor should be contacted in order to solve your problem.

WATER BEDS

When installing a waterbed, please consider they have the potential for serious damage and inconvenience to your neighbors. We require each resident to carry the proper insurance coverage and notify the Management Office of your installation in case there is an accident.

BALCONY OR PATIO

Private balconies or patios are provided so that you may enjoy indoor-outdoor living. In consideration of your neighbors, please do not dump ashtrays, empty vacuum cleaners, or shake mops or rugs from your balcony or patio. Planters should have a water reservoir beneath so that water does not leak downstairs or stain the flooring of the patio/balcony. All accessories should be storm weighted. CLOTHESLINES ARE NOT PERMITTED ON THE BALCONY OR PATIO, NOR MAY CLOTHING OR OTHER ARTICLES BE HUNG FROM OR PLACED ON BALCONY RAILS, WINDOW SILLS, SIDING OR EAVES.

In consideration of your neighbors, we ask that items such as motorcycles, boats, signs, doghouses, cat litter boxes, etc., not be kept on your balcony or patio.

These areas should be maintained in a neat and orderly manner at all times. No upholstered furniture or indoor furniture is allowed on balconies or patios. Flammable items such as gas, kerosene, lighter fluid, etc., should not be stored on your balcony or patio. Tiki torches are also prohibited. Seasonal lighting is allowed but HHHunt reserves the right to ask residents to remove the lighting if inappropriate.

Notice: Your balcony was designed according to safe building construction practices and in accordance with existing building codes providing for 40 lbs. Per square foot loading. You should be aware this provides a structure for no more than 10 persons of average weight and sundry furniture, for a maximum of no more than 2500 lbs (TOTAL).

BIRD FEEDERS

Although bird feeders give us the opportunity to view nature up close, birds have the potential to cause great damage to our buildings. Because of this potential damage, bird feeders are prohibited from being placed on, attached to, or hung on any building or tree within HHHunt communities unless granted rights by management.

AMENITY ACCESS

Access to all amenities is granted by using your assigned access card within the posted time frame. Please notify our office if you have misplaced your access card. A $50 replacement fee is required to obtain a new card. An additional card maybe purchased for occupants the age of 16 for $50.

FITNESS CENTERS

We are pleased to offer our residents 2 fully equipped fitness centers. The facilities offer a variety of equipment for all types of workouts, and feature cable enhanced televisions and water coolers.

Our Phase 1 Fitness Center is located in the Resident Activity Center. Hours of operation are 6 a.m. to 9 p.m. daily. This facility will be closed on Thursdays from 8 to 11:00a.m. for cleaning. Our Phase 2 Fitness Center is located in our main office and is available 24 hours a day. This facility is closed on Tuesdays from 8 to 11:00a.m. We apologize for any inconvenience this may cause.

The fitness centers may be entered through the door leading from the pool decks or the door to the left of the main front entrance of the main office and Resident Activity Center.
The fitness center is accessible by utilizing a key provided by Management or an amenity access card issued to you at move-in. **The key or access card is not to be given to anyone under the age of 16 years, or to persons who do not reside at the community, unless granted by management.**

For your safety, please review the following items before using the fitness facility:

1. Check with a physician before using the equipment.
2. **Persons under the age of 16 MUST be accompanied by an adult.**
3. Use the equipment at your own risk.
4. Guests must be accompanied by a resident of the community.
5. Report any problems to the Management Office.
6. Please keep the facilities clean.
7. HHHunt is not responsible for lost or stolen items.

CORN HOLE TOSS/ DOG PARK/ VOLLEY BALL/ COMMON PICNIC AREA/ PLAYGROUND

Auston Woods does offer a playground, located straight down Auston Crossing Dr. then to the left of Hidden Ridge Ln. behind building 9121.The Volleyball court, Corn Hole Toss, Dog Park, and common picnic areas are located behind building 5005 on Roundstone Way. These amenities are available to all residents and guests. Please keep this area safe and enjoyable by not littering, and reporting any problems to the Management Office. HHHunt cannot be responsible for injuries, damages or losses associated with the use of the playground. **No glass is allowed within the playground, dog park, and volley ball areas.** Select recreational equipment is available for check out at the office. (bean bags, volleyball, football, bad mitten, etc…)

RESIDENT ACTIVITY CENTER

We welcome residents to relax in our activity center which includes a pool table and a Foos-ball table, as well as two game tables. There is also a flat screen T.V. as well as a fully equipped kitchen available for resident use from 10:00 A.M. - 9:00 P.M. seven days a week. We also have a separate training room with conference tables and a projector screen. **The activity center is available with extended hours for rental purposes only.** Please call the office for policies.

SHORT TERM FURNISHED UNIT

Auston Woods offers a guest suite for use by guests of residents. This fully-furnished two-bedroom apartment home is available for $95/night or $120/night on special event dates. As availability is limited, please contact the Auston Woods office to reserve your guests' stay.

POOL REGULATIONS

The regulations listed below are for the protection of all residents and the community and may be supplemented by additional regulations at provided at move-in. HHHunt strives to ensure a safe, sanitary pool facility and your cooperation with these rules will be greatly appreciated.

Management will enforce these rules and regulations and failure to comply will be considered a direct violation of your lease agreement. Repeated violations of these regulations could result in termination of the lease agreement.

1. All persons using the pool or sunbathing deck do so at their own risk and sole responsibility, as HHHunt does not assume any responsibility for any accidents or injuries in connection with the use of the facilities.
2. All personal articles must be removed from the pool area upon leaving. HHHunt will not assume any responsibility for articles lost, stolen or damaged.
3. **Glass of any kind is strictly prohibited within the pool enclosure. Beverages MUST be in non-breakable plastic containers.**
4. All swimmers must shower prior to entering the pool.
5. Guests of our residents **MUST BE ACCOMPANIED BY THE RESIDENT AT ALL TIMES, unless approved by Management.** Only two guests per apartment will be allowed at any one time without prior approval of Management. If, in the opinion of Management, there is insufficient room at the pool for residents, guests will be required to bring their own lounge chair.
6. Please place a towel over the lounge chair prior to using oils or lotions. The compounds in sunbathing lotions and oils cause discoloration of the vinyl straps.

7. **An adult must accompany persons under the age of 16 at all times unless your community provides a lifeguard.** In the event that a lifeguard is on duty, additional regulations will be provided.
8. Noisy or disturbing behavior such as horseplay, running or screaming should be avoided at all times.
9. **NO PETS ARE ALLOWED IN THE POOL ENCLOSURE AT ANY TIME.**
10. All posted regulations should be observed.
11. Proper attire should be worn at all times.
12. Pool hours are posted at the entrance to the pool. The pool season lasts from late spring until fall each year by order of the Health Department. Specific dates will be provided by Management for opening and closing. The pool will never open earlier in the season nor close later in the season regardless of the weather.
13. **No bicycles, scooters, skateboards, roller-blades or any other wheeled items will be allowed within the pool enclosure.**

CONFERENCE CENTER

The conference center is adjacent to the office and can be reserved for your exclusive use at no charge during office hours. The conference center is equipped with a water cooler and a spacious table that seats up to eight people. Please schedule your meeting time with the Management office to avoid any conflict.

BUSINESS CENTERS

The business centers are available for use daily from 8:00a.m. to 10:00p.m., seven days a week. The Phase 1 business center has two computers with high-speed Internet access and a printer for your convenience. The Phase 2 business center has three computers with Internet access as well as a copier/printer/fax machine. **Please do not attempt to repair any of the equipment due to previous damages. Leave the maintenance to the proper technicians. We ask that you limit your computer time to thirty (30) minutes if another resident is waiting to use the computer.**

SMOKE DETECTORS

The smoke detectors within your apartment home are installed to provide early warning against smoke. The detector features a photo-electronic cell to detect abnormal smoke accumulation and a horn alarm to sound the warning and alert the household to the presence of threatening smoke.

Smoke detectors are either wired directly into your apartment's electrical system with a battery back-up or are battery operated. If electric, occasionally the alarm signal may be heard for a brief instant in a random manner due to voltage surges caused by electrical storms or because the battery back-up needs replacement.

If your alarm should go off and there is no smoke, or if the detector beeps repeatedly, please call the Management Office to request service.

If battery operated, take the smoke detector down and disconnect the battery. Replace with a new battery or call the Management Office to request that the battery be replaced.

Whether battery operated or electric, YOU, the resident, are responsible to maintain your smoke detector under state and local law and in accordance with your lease agreement.

The smoke detector will be in operation at the time of move-in; thereafter, it is the resident's responsibility to notify the Management Office if the detector light goes out. This is for you and your neighbors' protection in the unlikely event of a fire.

DO NOT DISCONNECT YOUR SMOKE DETECTOR!! Since the law requires that the detectors be in operation at all times, YOU, the resident could be held liable for unhooking this fixture during your residence while it is in operation. We suggest you help us in maintaining the smoke detector for everyone's safety. Your cooperation is greatly appreciated.

***Never remove or paint your fire sprinkler enunciator(s). These are normally located on the living room or dining room wall closer to the ceiling. By removing the enunciators you will trigger a trouble signal to our fire alarm provider and disable the entire building sprinkler alarms. Please keep in mind if you remove an enunciator you will be billed the service call charge that we would accrue from our local provider to remedy the problem.

FIRE SAFETY TIPS

What you do in the first five minutes of a fire can make a difference. Your actions may save your life or the lives of your family and neighbors. First, determine if everyone is out of the apartment. Next, pull the fire alarm pull station closest to your apartment (if provided) and call 9-1-1. Retreat to a safe distance and, above all, DO NOT PANIC.

Fires rise and spread through open doors and stairways. If it is safe to do so, close all doors on the way out of your apartment. However, leave the door unlocked so that the Fire Department may enter to control the fire.

"An ounce of prevention is worth a pound of cure." Remember, fire thrives on fuel and air. If you can safely remove one of these elements, you can help stop the fire.

No resident is allowed to keep gasoline or other combustible materials in their apartment or are permitted to do anything which would increase the possibility of a fire (i.e., keep motorized vehicles in building or on patios). Above all, you can prevent fires by taking these simple precautions:

1. Make sure matches and cigarettes are completely cold before they are discarded.
2. Keep matches out of the reach of children.
3. DO NOT SMOKE IN BED.
4. Never throw water on a grease fire occurring on the stove or in the oven. Only use baking soda, or keep a fire extinguisher close to the kitchen.

FIRE EXTINGUISHERS

Fire extinguishers have been provided in each building for your protection. Fire extinguishers work by removing oxygen from a fire, thereby smothering it. Each resident should familiarize themselves with the location of the fire extinguishers upon move-in.

In the event that a resident must discharge a fire extinguisher to stop a fire, please contact the Management Office immediately so that the extinguisher may be recharged.

Please be advised that theft or misuse of a fire extinguisher is a violation of the lease agreement. Any and all damages resulting from the misuse of a fire extinguisher will be the resident's responsibility, including the recharging of the extinguisher.

Please note that the fire extinguishers have been inconspicuously marked for identification in the event that they are stolen. If you witness someone removing or misusing a fire extinguisher please report them to the Management Office. You could save someone's life!

SOLICITING

No soliciting or handbill distribution is permitted within the community. "No Soliciting" signs have been posted and will be strictly enforced. To protect yourself and others, we ask that you contact the Management Office should you encounter a solicitor within the community, or if someone attempts to solicit door-to-door.

SNOW REMOVAL

Snow removal is a shared responsibility between the residents and the community staff. Our team works very diligently to remove snow and ice from the parking lots, sidewalks, and stairways in the community. We recommend

that residents keep a broom, snow shovel, ice scraper and de-icer on hand to personally remove snow from their vehicles and around it.

Although our team is the best around, we cannot be everywhere at once so please be patient when calling about snow removal requests. Please park your cars at least 3 feet from the curb when weather predictions include snow accumulation. This will help our snow and ice removal team when clearing the sidewalks and making them safe for passage. Additionally, please report any extremely hazardous areas to the Management Office.

GOING OUT OF TOWN?

If you have occasion to be away from home on vacation or just out for a few days, please remember:

- ✓ Do not leave a key hidden for any reason.
- ✓ Discontinue or hold newspaper deliveries while you are out of town.
- ✓ Advise the Management Office of your plans and where you can be reached.

If your neighbor is away and you notice unusual activity or persons loitering, please contact the Police Department and/or the Management Office immediately.

EXTERMINATOR

As part of our service to our residents, a pest control company has been contracted to visit the community each week. Our scheduled service day is Tuesday. During this weekly visit, the exterminator will complete regularly scheduled extermination, will handle specific resident complaints and will treat the common areas of the community.

If you wish to request service in your apartment for a specific complaint, please contact the Management Office. It may be necessary for all people and animals to leave the apartment home for some treatments. Please note that extermination will not always take effect immediately. Often, there is increased activity for a 48 hour period after extermination. The chemicals used to treat most common pests will last for 60-90 days.

Some pests require several treatments. In the event that you continue to see pests in your apartment 10 days after treatment, please call the Management Office. Please be aware that all apartments in a building may receive mandatory routine exterminating. We ask for your cooperation since, even if you don't have a problem; your neighbors may be experiencing a problem. Very often the only solution is to exterminate the entire building.

Please be advised that if you request additional service and do not clear the cabinets, there will be a $15 charge. Upon the second request, if cabinets are not cleared, there will be a $20 charge, and our team will clear the cabinets.

FILTERS

To ensure that your heating and air conditioning is operating efficiently, the Service Team will periodically change the filters. The schedule for filter changes will be distributed in the newsletter or by a separate notice. This service is mandatory and must be completed at least 3 times per year.

Please note that any personal possessions that may interfere with this service must be moved prior to the scheduled visit or can result in a fine of $25 or a $25 rescheduling fee. This includes furniture, artwork and plants that may block access to the heating/air conditioning equipment. Please be advised that it is against fire regulations to store any items in your heating and air conditioning closet.

During the filter change visit, an inspection of your apartment will be performed. This inspection will include checking for leaks, dripping faucets, improperly flushing toilets and the general condition of the apartment. Any items found requiring repair or replacement will be noted and a service team member will return at a later date to complete the work.

HOUSEKEEPING/SERVICE REQUESTS

It is the resident's responsibility to take proper care of the premises. This includes cleaning and promptly reporting any repairs needed to the Management Office. Lack of notification may result in the resident being charged for repairs and replacement due to the delay in reporting.

Management has the right to make repairs, renovations and alterations at reasonable times. If the apartment is damaged in excess of ordinary wear and tear, Management will make such repairs and replacements to return the apartment to it's original condition and the resident shall pay the cost.

CARPETING AND FLOORS

We request that you care for your carpeting and flooring as if it were your own. Regular and proper cleaning is required and it is recommended that you have the carpets shampooed or steam cleaned twice a year. Auston Woods offers residents discounted prices for occupied carpet cleans. Please keep in mind discounted rates are subject to change without notice. Contact our office to schedule 704-597-9199.

$Prices: 1 Bedroom= $45 2 Bedroom=$50 3 Bedroom=$55

To keep a carpet looking fresh between cleanings, carpets should be vacuumed twice a week--sometimes more often in traffic areas. Spots should be cleaned immediately.

The carpet must be clean at move-out, excepting normal wear and tear. If the carpet has been shampooed or steam cleaned and is still visibility stained or dirty, you may be charged for additional cleaning(s). In the event that the carpet is damaged beyond repair, you will be charged for the replacement of the carpet.

The kitchen and bath floors are vinyl. Solvents should not be used because such fluids loosen and soften the mastic undercoat. Vinyl flooring can be cleaned most successfully with a non-abrasive household cleaner or with soap and water.

WINDOW TREATMENTS

Blinds are included with your apartment home and will be maintained by our Service Team, except for damages due to carelessness or mistreatment. We require that all window treatments (curtains, draperies, valances) be white backed and that you do not hang blankets, paper or other items in your windows.

BLINDS

For your convenience and privacy, blinds have been installed at all windows and doors in your apartment. In the event that you have any difficultly opening/closing the blinds or problems with the blinds or rods, please call the Management Office.

At move-out, be sure to dust and/or wash the blinds and leave them clean and in place. To clean the blinds it may be necessary to take them down and wash them in a mixture of soap and warm water. Please note that you will be responsible for the cost of replacement if they require additional cleaning or are removed or damaged.

ELECTRICAL EQUIPMENT AND FIXTURES

Each apartment is equipped with an electrical panel with circuit breakers in case of power overload. If you lose partial power in your apartment, locate the

electrical panel and check to see if the circuit breakers are all in the "ON" position. If a breaker has tripped it will either be in the “OFF” position or will be in the middle, between on and off. To reset the breaker flip it to “OFF” and then back to “ON”. If that does not resolve the problem, contact the Management Office to request service. In the event of a general power failure, please report difficulties to the power company (see Neighborhood Information for the phone number).

Light bulbs for all fixtures will be supplied upon initial occupancy, replacement bulbs are the residents' responsibility unless otherwise indicated at move-in. Regardless of community policy, the Service Team will replace all appliance bulbs and florescent bulbs located in the kitchen.

For your safety, please obtain approval from Management prior to installing chandeliers or other permanent electrical fixtures. Do not use multiple outlet plugs or overload a circuit creating a fire hazard.

PLUMBING FIXTURES

All plumbing fixtures should be used only for the purpose intended. Therefore, no solid articles, disposable diapers, rags, rubbish, or feminine hygiene products should be placed in them. All such waste should be placed in trash containers. If misuse is confirmed the resident can be fined for damage.

HEAT AND AIR CONDITIONING

During the heating season, move the lever on the thermostat to HEAT. During the air conditioning season, move the lever to COOL. For normal satisfactory operation, it is recommended that the thermostat be set at 65 degrees in the winter and 75 degrees in the summer.

When you are changing from cooling to heating or vice versa, allow five (5) minutes to elapse between the time you turn one OFF and the other ON. The unit will have time to energize and reset, otherwise, the unit may be damaged. Please keep the air return vent clean since an accumulation of dust can affect the efficiency of the system. Do not place furnishings, artwork or plants in front of the air return vent.

To achieve the highest energy efficiency, many manufacturers recommend operating the heat or air conditioning 24 hours a day. In mild weather, if you prefer to shut the equipment off in late evening and use natural ventilation the air conditioning equipment should be started very early the next day before the outdoor temperatures become uncomfortable.

Do not turn your heat off if you are away during the winter months due to the risk of your pipes bursting and causing excessive damage to the building and to your personal belongings. While away, maintain your thermostat at 60 degrees or above.

MILITARY TRANSFER

In the event that an HHHunt resident is in the U.S. Armed Forces and has received a permanent change of station or is deployed, the resident may terminate his or her contract with a thirty (30) day written notice. Please be advised that a copy of the Orders must accompany the notice of intent to vacate.

MOVING DAY

HHHunt values your residency but understands that sometimes our residents must move on. If this is the case please be sure you notify the following people and agencies approximately two to four weeks before you move:

Post Office (for forwarding mail)
Magazine and Newspaper Publishers
Telephone Company (give them your lease expiration date)
Banks
Local Suppliers (milkman, laundry, etc.)
Insurance Company
Division of Motor Vehicles
Stores (where you have charge accounts)
Schools (for transferring children)
Friends
Employer
Doctors, Dentists, etc.
Electric Company (give them your lease expiration date)
Cable TV Company (give them your lease expiration date)

PLEASE DO NOT FORGET TO TURN IN YOUR KEYS AND ACCESS CARDS AND PROVIDE A FORWARDING ADDRESS!

AUSTON WOODS – TRANSFER POLICY

Before any resident will be approved for a transfer the following criteria must be met:
***** Resident cannot transfer to the same "bedroom size" floor plan unless transferring to another phase and/or price differentiates by an increase of $75 or more.**

- Must have fulfilled 120 days of current lease or transfer to an apartment with a rent increase of at least $250
- Submit a written notice to vacate
- A **$100** Inspection Fee must be paid prior to a new apartment home being reserved. This amount will be applied to a mandatory pest control inspection, as well as a preliminary walk through to assess possible damages. Should the transfer inspection reflect damages exceeding $500, no transfer may take place.
- If there are 30+ days left on the current lease at the time that the transfer is to take place, a **$250** transfer fee will be assessed. In the event that rent will increase by $75 or more, a $250 transfer fee will be assessed if there are 45+ days left on the lease at the time that the transfer is to take place.
- All leaseholders must complete a new application. Current residents will not need to pay an application fee and we will not reprocess credit. New incoming residents will need to pay application fees and credit/criminal background checks will be processed.
- Resident will receive the net effective rent – move-in specials and promotions will **not** be honored.
- The Sure Bond and/or Security Deposit and pet fees are subject to transfer after the preliminary inspection is approved.
- Transfer requests will be denied if rent has been late 3 or more times in a 12 month period, or if 2 or more payments have been returned due to non-sufficient funds.

All transfers are solely at management discretion.

Transferring to another HHHunt Community:

- ✓ Resident must submit a 30-Day Written Notice of Intent to Vacate.
- ✓ Resident must have fulfilled 120 days of current lease.
- ✓ A **$100** Inspection Fee must be paid. This amount will be applied to a mandatory pest control inspection, as well as a preliminary walk through to assess possible damages. Should the transfer inspection reflect damages exceeding $500, no transfer may take place.
- ✓ The Sure Bond amount is subject to transfer based on the results of the final vacating inspection.
- ✓ Security Deposits will not transfer to another community.
- ✓ Resident must submit a new application with updated information. No application or administrative fee is required with new HHHunt community.
- ✓ Residents must be approved based on the existing qualifying criteria for the new HHHunt community.

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STANDARD VACATING CHECKLIST

Upon move-out an inspection of the apartment will take place to assess any damages and apply charges accordingly. Apartment inspections will only occur after the apartment has been fully vacated and all residents are prepared to turn in all keys, access cards, remotes, and other devices and relinquish possession of the premises. Failure to return keys/access cards/remotes will result in an additional charge of $40 to $60 each. Please remember you will be held legally responsible until all keys are returned. We will not accept one parties' keys - **All parties must deliver any keys/access cards/ and remotes together at move-out.** Please provide our office with a forwarding address and any updated contact information.

The costs listed below are reasonable estimates of the actual costs for repairs/replacements. **This list does not represent a full list of potential damages and HHHunt reserves the right to add to or change this list when necessary.**

Guide for Move-Out Charges	**Estimated Costs**
Trash removal (large items additional)	$25 & up
Clean floors and wipe baseboards. If you have applied wax to a no-wax floor, they must be stripped and cleaned. If there are cuts or burns to the vinyl additional replacement costs will be applicable.	$10 & up
Clean stove. All grease should be removed from under burners. Oven should be free of burned-on grease, etc. All surfaces should be cleaned inside and out, including racks and drip pans. DO NOT use oven cleaner on self-cleaning ovens. Leave broiler pan in oven if present at move in. Drip pan replacements will be charged $20 per set.	$3-$50
Clean refrigerator. All surfaces inside and out should be cleaned with mild detergent, including underneath vegetable bin. Vacuum or sweep under and behind unit. Broken drawers or trays will be charged replacement costs.	$5 and up
Countertop burns and cuts (this charge can vary on the size and space of counter tops as well as the scope of damage)	TBD
Clean interior and exterior of dishwasher. Broken racks, soap dispensers, utensil holders, and knobs will be charged replacement costs	$10 & up
Wipe down counter tops and all drawer/cabinets in kitchen and bath(s). All contact paper and adhesive must be removed. Cabinet replacement will be charged accordingly –please do not paint or attempt repair	$5-up
Clean bathroom. Surfaces should be free of mildew. All surface adhesive must be removed and medicine cabinet (if applicable) must be clean.	$5-$25
Washer/Dryer (if applicable) must be cleaned. Soap residue removed inside. Lint trays must be cleaned an in place. Any additional replacement/ repair costs due to misuse will be charged accordingly.	$10 and up
Clean windows and glass doors. Assure no breaks or cracks in glass or window sills-will be charged replacement costs as determined.	TBD

Damage to exterior or interior doors, appliances, fixtures, screens, drapery rods, mirrors, countertops and window will be billed at the cost of labor and materials.	TBD
Blinds should be in good condition. Wipe down or dust accordingly. Broken or inoperable blinds will be charged accordingly	$25 to $100 each
Nails should be removed from ceilings and walls. Repair charges for large or excessive holes (more than 12) will be based upon cost to Owner	TBD
If you have a pet or if there is evidence of flea or bedbug infestation, a licensed extermination company will exterminate at your expense	TBD
If any walls, ceilings, trim work etc… have been painted you must abide by our guidelines to paint back to the original color (request additional handout). If guidelines are not followed a fee of $75 to $100 per wall will be charged. All faceplates damaged are $3 each/ outlets and cable/phone jack covers are $5 each.	TBD
All Smoke detectors, thermostats, carbon monoxide detectors, sprinkler heads, etc. must be present and operational. If devices are inoperable and/ or removed additional costs can be assessed.	$25 to $75 each
Garage and/or Storage units must be cleaned of all trash and swept. No stains on concrete	$20 to $100
Satellite dishes must me removed and disposed of properly; additional repair due to installation costs may vary	$50 and up

ALTERATIONS

HHHunt communities require written Management approval of all alterations to the apartment home by a resident. Should you wish to alter or improve your apartment home, including painting, hanging wallpaper, adding additional shelving or installing additional cable jacks, you must obtain written approval PRIOR to completing the alteration or improvement.

For your knowledge the most frequently requested alterations are listed below. Management reserves the right to approve or deny these alterations in accordance with the lease agreement. Any alterations must be removed and the apartment returned to its original condition upon move-out, unless otherwise approved by Management.

- Lock changes or the addition of extra deadbolt locks.
- Shelving brackets
- Permanent bolts or hangers
- Any additions to wood doors requiring holes--full-length mirrors, pictures, etc
- Contact paper on shelves
- Wall partitions
- Additional phone or TV jacks
- Additional 220 wall outlets

- Colored paint on walls
- Mirrors and additional wallpaper
- Washing machines or dryers (portable or standard), unless hook-ups are provided.

ADDITIONAL SERVICES PROVIDED

Auston Woods does provide additional home improvement services for a minimal fee. Receipt of payment is required before scheduling request. Please keep in mind these additional services will be completed after priority service calls. Please see attached document for services and price list. Prices are subject to change with no notice.